

# TRAFFIC ENGINEERING AND OPERATIONS BUSINESS PLAN – TIER 3

Criteria Area	Objectives	Activities	Performance Indicators	Targets	Progress (Current status)	Person(s) Responsible
<b>Vision:</b>	<b>Provide Leadership and serve as a catalyst in becoming the national leader in mobility.</b>					
<b>Mission:</b>	<b>Provide support and expertise in the application of Traffic Engineering principals and practices to improve safety &amp; mobility.</b>					
<b>Leadership</b>	Establish mission, vision, and values for Traffic Operations	1. Develop mission, vision, and values for Traffic Operations	Number of activities completed by the target date			Section Heads
		2. Ensure Implementation of TIER 3 Business Plan	Completed TIER 4 Plan			
		3. Ensure TIER 4 Business Plans are developed		June 2005		Program Managers
	Reinforce mission, vision, and values for Traffic Operations	1. Meetings	Meeting agenda item to be included in meeting minutes		On-Going	Section Heads and Supervisors
		2. Monthly newsletter	Monthly newsletter completed	Monthly		Elizabeth Birriel
		3. Website	Update Complete	Feb. 2005		Frank Deasy
		4. Posters	Posters completed	March 2005		Elizabeth Birriel
	Ensure statewide consistency and uniformity in the application of program areas	1. Develop written procedures and QAR plan starting with the Road Rangers and Incident Management Program.	Plan completed	Jan 2006		Lap Hoang/Section Heads

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	Promote specific topics / programs starting with ITS, TIM, ERUP in 2005-06	1. Continue to do presentations at conferences, meetings	Presentations presented	7	On Going	Responsible Staff
		2. Submit/present papers to technical forums	Present paper	1	ITS Paper to be presented at ITE Technical Conference in March 2005	Elizabeth Birriel
		3. Agenda items on Executive Board meetings and workshops	Presentation made			Responsible Staff
		4. Continue representation on multi-department and multi agency committees at the state and national level	Active participation	2	On-going	Responsible Staff
		5. Seeks and promote statewide and national recognition for office accomplishments	Applications submitted		4 Central Office ITS applications submitted to Best of ITS Awards	Responsible Staff

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<b>Strategic Planning</b>	Reduce non recurring congestion and improve response during emergency events	1. Develop Incident Management Strategic Plan	Completion of Strategic Plan	Final Date March 2005	Reviewing Draft	Mike Akridge
		2. Develop an ITS Needs Plan	Completion of the Needs Plan	May 2005	Forming team	Elizabeth Birriel
		3. Develop and implement a statewide Traffic Operations Emergency Management Plan	Completion of Hurricane Report	Feb. 2005	Finalizing Draft	Gene Glotzbach
			Completion of Emergency Management Plan	First draft due June 1, 2005	Developing Task Work order	Michael Akridge
			Completion of Contra Flow Plan	June 1, 2005 (Final Report)	Executing Task Work Order	Michael Akridge
	Enhance the safety and efficiency of Road Users	1. Develop an enhanced Elder Road User Program	Complete and implement Strategic Plan	Dec. 2005 (Final Plan)		Gail Holley
		2. Implement Traffic Equipment Certification Program	Field Equipment performs as certified	Annual update	On-Going	Bob Griner

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<b>Customer Focus</b>	Improve and maintain effective working relationships and communications with partners and customers	1. Provide districts, local governments and consultants with tools (i.e. training, standards, software, technical support) to achieve their mission	Develop training requirements for each subject area.  Continue to solicit monthly Disseminator articles and assure submission of at least one article from each discipline.	May 05  On-going		Mike Akridge
		2. Assess the level of customer satisfaction in DMS, Road Rangers, and 511	Create a customer satisfaction survey for each area.	DMS April 06 511 April 06 RR June 05		Elizabeth Birriel Gene Glotzbach Mike. Akridge
	Improve and maintain high level of customer satisfaction	1. Provide customers with tools to achieve their mission	Continue to hold quarterly task team meetings with the districts in each discipline	On-going		Responsible Staff

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<b>Information, Analysis, and Knowledge Management</b>	Enhance a system to collect data and measure performance in ITS and TIM programs	1. Develop program performance measures	1. Recommendation of initial Performance Measures for use.	1. March 2005	1. Refining P.M.s	Gene Glotzbach
		2. Determine data to be collected	2. Establishment of data that needs to be collected.	2. March 2005	2. Reviewing available data	
		3. Determine baseline conditions	3. Documentation of baseline condition	3. June 2006	3. Waiting for P.M. recommendations	

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<b>Human Resource Focus</b>	Ensure a well trained and motivated workforce	Require all employees to meet a minimum training requirement.	Require all employees complete minimum training requirements in their area.	On-going		Mike Akridge
		Recognize employees for work well done.	Provide all employees opportunity to attend FDOT supervisor's academy, the State Certified Public Manager courses and technical training.  Recognize individuals at staff meetings for superior work on everyday and special projects.	On-going  Monthly		Section Heads

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<b>Human Resource Focus</b>	Improve Traffic Operations employee satisfaction	1. Prepare email questionnaire asking employees for input on specific things that provide them with job satisfaction.			Completed 12/2004	Gail Holley
		2. Non-managerial employee to conduct one-to-one meetings with employees to confidentially discuss answers to questionnaire and overall satisfaction.			Completed 1/2005	
		3. Hold meeting with all employees to discuss results of one-to-one meetings.			Completed 1/2005	
		4. Office will establish a committee to address employee satisfaction issues.			Completed 1/31/2005	
		5. Office manager and section heads will hold meetings to improve communications related to employee satisfaction issues	Meetings Held	Monthly	On Going	Lap Hoang / Section Heads

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<b>Process Improvement</b>	Improve processes and implement control systems	Develop a searchable, retrievable database to track office responses on technical topics and legislative issues.	Database completed		Data base is developing	Elizabeth Birriel
<b>Organizational Performance Results</b>						